

**Position Vacancy Announcement**  
**Executive Assistant**  
**Administrative Services**  
**Supervisory-Technical – Level 4**  
**FTE 1.0**

**Position Summary:** Responsible for a wide range of administrative and executive level support; manages confidential and high level projects for Director's office and Library Board of Trustees. Duties include coordination of the Administrative office and support for department heads and staff as directed by the Library Director.

**Duties and Responsibilities**

**Administrative support for Library Director**

1. Provides primary administrative and information management support to Library Director to include creation and compilation of correspondence and documents; special projects as assigned.
2. Produces, analyzes, reviews and distributes library reports compiled through internal databases for both recurring and targeted measures.
3. Organizes, compiles, and distributes KPL Board of Trustee meeting packets.
4. Maintains all official administrative library records.
5. Initiates and follows up on communications inside and outside of the Library at Director's request.
6. Represents the Director in her absence at internal and external Library events and meetings.
7. Manages donor relations; provides oversight of donor database; creates and maintains appropriate documentation and correspondence.
8. Coordinates internal and external Management Team and Board of Trustee meetings and events to include facilities and catering arrangements, communications, and travel arrangements as needed.
9. Develops and creates grant proposals; manages grant provisions and requirements.
10. Creates and publishes minutes of Management Team meetings.
11. Coordinates "banned patron" procedures and notifications.
12. Performs other duties as assigned.

**Administrative support for Library Board of Trustees**

1. Serves as secretary for Library Board of Trustees as described in Board of Trustees Bylaws.
2. Creates and publishes a record of the proceedings of all regular and special meetings of the Board of Trustees.
3. Posts public notice of all regular and special meetings of the Board of Trustees; sends proper notice of all regular or special meetings to members of the Board.
4. Drafts official correspondence for the Board of Trustees.
5. Maintains all official records of the Board of Trustees.
6. Coordinates regular and special Board elections activities.
7. Performs other duties as prescribed by law or by action of the Board of Trustees.

**Management of Administrative Office**

1. Performs administrative duties in support of Finance, Human Resources and other library departments as needed.
2. Coordinates shared responsibilities and space among Administrative Office, Management Services, and Marketing and Communications Office.

3. Partners with Facilities Management in the coordination of system wide booking of community rooms; acts as liaison between members of the public and staff.
4. Ensures efficient and cost effective usage of office systems and equipment.
5. Directs, performs, and monitors administrative services support work including reception desk; hires, supervises, trains, schedules, and evaluates staff.
6. Participates in departmental meetings, library wide committees, and training opportunities.

### **Professional Competencies:**

1. Attendance/Punctuality: Demonstrates reliability by consistently arriving to work, meetings and appointments on time. Adjusts schedule and remains flexible to meet changing work needs and demands.
2. Organizational Support/Ethics: Contributes to the improvement and success of the library system by aligning work priorities with library vision, goals and strategic plan.
  - Maintains a high degree of ethical behavior, integrity and respect for privacy and confidentiality of information.
  - Inspires support for KPL policies and procedures.
    - Material Selection Policy
    - Open Access Policy
    - ALA Code of Ethics
    - Library Bill of Rights
    - Michigan Library Privacy Act
  - Support for library events.
3. Customer Service: Demonstrates strong public service orientation. Represents the library professionally when dealing with staff, managers, vendors, colleagues and members of the public. Anticipates and meets the needs of both internal and external customers.
  - Represent KPL in a positive way to diverse populations.
  - Proactively responds to questions, concerns, and requests for information and resolves routine questions and information requests.
4. Job Specific Knowledge and Skill: Acquires and applies knowledge, skills and experience to accomplish results.
  - Demonstrates working knowledge of KPL policies, procedures, and processes required within the organization.
  - Demonstrates familiarity with rules, regulations, and laws affecting organization.
  - Demonstrates the knowledge of the nuances, appropriate protocol, and specific preferences of the Director and Board of Trustees.
  - Demonstrates knowledge of Bylaws of KPL Board of Trustees.
5. Creativity/Innovation – Looks for opportunities to apply new and evolving ideas, methods, design and technologies.
  - Takes initiative to accomplish something, such as identifying and solving problems, overcoming obstacles, achieving goals, pursuing opportunities, doing things better.
6. Quality: Provides high quality services, processes, and programs while consistently seeking ways to improve outcomes and enhance services.
7. Communication skills: Conveys ideas and facts using language appropriate to the audience and situation.
  - Listens and interacts actively when speaking individually with patrons or staff, paying genuine attention to what is being communicated and confirming understanding.
8. Accountability: Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.

9. Flexibility/Adaptability: Performs a wide range of tasks, responds to change in directions and priorities and accepts new challenges, responsibilities and assignments.
10. Technology skills:
- Demonstrates advanced competency in Microsoft Word.
  - Demonstrates intermediate proficiency in Microsoft Excel, Outlook and Access.
  - Demonstrates proficiency in Meeting Room Manager software.
11. Project Management – Structures and directs others' work on projects or programs. Demonstrates proficiency in project management in order to initiate, facilitate, conclude and evaluate projects with efficiency and effectiveness.
- Makes reasonable estimates of resource needs to achieve goals or complete projects. Uses sound methods to plan and track work, appointments, and commitments. Evaluates progress on tasks and adjusts work style as needed.
12. Leadership: Promotes organizational mission, strategic plan and goals and works toward achieving them. Sets and models high performance standards characterized by integrity; earns trust and respect of others by coaching, inspiring and empowering teams of people to achieve strategic objectives.
- Facilitates optimal department performance that is aligned with library vision and strategies.
  - Fosters an environment based on integrity and high ethical standards.
  - Sets clear, meaningful, challenging, and attainable group goals and expectations that are aligned with those of the organization.
  - Inspires and persuades others to follow direction, pursue and achieve goals, and adopt new positions or opinions.
  - Addresses issues in an open, constructive, professional manner, and persuades others to approach issues in the same manner.
  - Leads by example and sets standards for professional behavior.
  - Demonstrates ability to take leadership role when dealing with emergency employee or patron situations.
13. Performance Management & Development: Provides appropriate coaching, on-going feedback, support and resources to improve performance and effectiveness of individuals and teams.
- Delegates responsibilities appropriately to support staff and reevaluates job flow and work assignments at regular intervals.
  - Provides clear individual employee performance expectations and criteria for performance measurement.
  - Actively supports employees in the acquisition of relevant skills and knowledge needed to become more effective in their position and career.
  - Demonstrates ability to motivate others to meet a common goal.
  - Addresses performance issues in an appropriate, timely fashion.
  - Completes performance appraisals according to established library policy.

### **Minimum Qualifications**

1. Associates degree.
2. Two years of progressively responsible administrative/office management experience supporting executive level management.
3. Demonstrated advanced proficiency in Microsoft Word with intermediate proficiency in Microsoft Outlook, Excel and Access.
4. Demonstrated professional demeanor and poise.
5. Advanced composition and business writing skills.

### **Desirable Qualifications**

1. Bachelor's degree.
2. Experience with library processes and procedures.
3. Previous supervisory experience.
4. Experience in nonprofit/government setting.
5. Familiarity with organizations, institutions and community networks in the greater Kalamazoo area.

### **Physical demands and work environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the duties of this job, the employee is required to travel independently within the office and patron areas of the library and in the communities served. In the work environments described below, the position requires verbal and written conversation with others, sitting, standing, walking, reaching, lifting/moving objects up to 25 pounds, and use of hands to finger, handle, or feel objects, tools or controls. The position occasionally requires standing, walking, sitting and speaking for extended periods of time. Vision abilities required by the job include close vision.
- *Work environment:* Work will be performed in an office environment, library spaces, and in the communities served. Some local travel outside the library is required. While performing the duties of this job outside of the library environment, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually low to moderate.

### **Salary**

Minimum \$44,886 annually. Health, vision, dental, LTD, life insurance, retirement, vacation, holidays, and sick leave.

### **Application Procedure**

Interested applicants must submit a complete a KPL job application, resume, cover letter and written responses to the following:

1. Prepare a letter acknowledging and thanking a donor for their monetary gift to the library.
2. What sorts of checks and balances do you utilize to ensure accuracy in your written work and in data entry?

Application materials should be sent to the attention of Terry New, HR Manager.  
Applications are available in the Administrative Office or at [www.kpl.gov/jobs](http://www.kpl.gov/jobs).

**Deadline for applications: Monday, March 5, 2012 at 5 pm**

